

Name of Meeting: Patient Participation Group Meeting			
Meeting date	04/03/2019	Minutes reference	No.21
Special provisions	None		



Attendance

Ngozi Uduku
 Mel Nohur
 Reita Mohamed
 Genora Leachman

NU(Chair)
MN(Minutes)
RM
GL

Apologies

Barbara Veale
 Alexandra Humphrey
 James Campbell
 Oluchi Uduku
 Neeta Patel

BV
AH
JC
OU
NP

1.0	Introductions	Action
1.1	NU welcomed all attendees. Introductions and apologies were noted.	Note
2.0	Minutes of the Last Meeting	
2.1	Read and agreed	Note
3.0	Update on events at the surgery	

<p>3.1</p>	<p><u>Practice Improvement Works</u></p> <p>NU explained that building works at WHC has almost completed. The major building work at the reception and waiting areas have been done. NU talked about the spacious area of the waiting room which is patient friendly. Patients are not overcrowded and it's light and airy which makes it a calm environment. NU also spoke about the new reception with protected glass partition for safety reasons. Receptionists can have a clear view of everything within the waiting area and is more hygienic too.</p>	<p>Note</p>
<p>3.2</p>	<p><u>In house Psychologists</u></p> <p>NU informed the PPG about the new psychologist that have started and was seeing patients once a week is now having his sessions every other week. These appointments are accessible online and patients can book themselves.</p>	<p>Note</p>
<p>3.3</p>	<p><u>New Receptionists</u></p> <p>NU informed the PPG that the Practice Manager is in the process of interviewing more receptions to add to the existing team.</p>	
<p>3.4</p>	<p>NU also spoke of the PCN (Primary Care Network) which consists of groups of general practices working collaboratively which will enable greater provision of proactive, personalised, coordinated and more integrated health and social care. Clinicians describe this as a change from reactively providing appointments to proactively care for the people and communities they serve. WHC have been asked to group with other surgeries.</p>	<p>Note</p>
<p>4.0</p>	<p>Clinical Talk - Chronic obstructive pulmonary disease (COPD)</p>	
<p>4.1</p>	<p>NU delivered the above clinical talk as follows:-</p> <p>NU explained the above by giving a specific definition of the disease:</p> <ul style="list-style-type: none"> • Description of the disease <p>Chronic obstructive pulmonary disease is a group of lung condition including</p>	<p>Note</p>

5.0	AOB	
5.1	Nothing to report	Note
6.0	Date of Next Meeting	
6.1	Monday 03 June 2019 Time: 6:30pm Venue: Woodlands Health Centre	Note

PPG FUTURE MEETING DATES: (First Monday of every Quarter)

DATE	DAY	MONTH
03.06.2019	MONDAY	JUNE
02.09.2019	MONDAY	SEPTEMBER
02.12.2019	MONDAY	DECEMBER